

SPECIAL ORDER AND CONTAINER DIRECT PROCESS GUIDE



At Urban Surfaces, we provide you with the best possible flooring solutions for your project needs. For orders requiring custom colors, or using running line colors from one flooring line with another, we have a special order process.

Quote and Approval

Once you have decided on the special order needed, your sales representative will provide a quote with negotiated pricing. If you have already reached this point in the process, your quote is attached. Before we can proceed, our accounting team will run the order through an approval process. If a custom product has been requested, a sample will be made and must be approved by you before the order is placed.

Order Confirmation

After accounting approval, you and your sales representative will review and sign off on the order document confirming all specifications, expectations, and terms. A 30% non-refundable deposit is then required to place the order with our supplier.

Production and Payment

Your sales representative will communicate the lead time once we confirm it. 15 days prior to arrival, accounting will provide an invoice for the 30% non refundable payment that is due when the product arrives at port. The remaining balance is paid based on your negotiated payment terms once the material is delivered.

If your material is received at our warehouse or third-party logistics partner, we allow a 1-month grace period before a 3% monthly storage fee (of the total invoice) is charged until the material ships out. Any storage charges must be paid before material release.

Additional Considerations

If you select one of our running line/stocked colors, you can order less than a full container but will need to pay an additional shipping fee for the reduced quantity. For custom colors, there is a minimum order quantity of 30,000 square feet. If the aforementioned 3% monthly storage fee is incurred, it will be charged on the 1st of each month.

Agreement

By signing below, you, the Authorizer and Receiver, confirm that you have thoroughly read this document, fully understand its contents, agree to comply with the specified terms, and approve the attached quote.

We aim to make this process as smooth as possible. Any modifications require both written approval from Urban Surfaces' Senior Leadership and your signature. Please let your representative know if you have any other questions.

Representative Name (Authorizer)

Representative Signature

Company Name (Receiver)

Date (MM/DD/YYYY)